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THE THE NOBE TO THE TOTAL TOTA	MAINTINE CONSTRUCTION  BEECHTONICS  TOTAL  T	VA FITTNODE	WPT-2024 OLTON DROP CONSTRUCTION MAINLINE CONSTRUCTION ELECTRONICS TOTAL	PANCE NEAL OFFICE DROP CONSTRUCTION CORP. INCIDENCE OF A STATE OVERALL OF A  RETREMENT SOTAL

# LINE 510 - SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES COMPLIANCE

Five Area Telephone Cooperative, Inc. complies with applicable service quality standards and consumer protection rules for its voice and broadband services.

Service quality standards for voice service are established by the state commission. The Cooperative consistently meets or exceeds those standards and provides reports to the state commission, in accordance with the state commission's rules.

The Cooperative complies with any and all consumer protection obligations under state law.

The Cooperative also complies with the following consumer best practices: (1) the Cooperative discloses its rates and terms of service to customers; (2) the Cooperative provides specific disclosures in its advertising; (3) the Cooperative separately identifies carrier charges from taxes on its billing statements; (4) the Cooperative provides ready access to customer service; (5) the Cooperative promptly responds to consumer inquiries and complaints received from government agencies; and (6) the Cooperative abides by policies for protection of consumer privacy.

Finally, the Cooperative has a policy and established operating procedures that comply with the FCC's Customer Proprietary Network Information (CPNI) rules (47 C.F.R. §§64.2001-64.2011). Certification of the Cooperative's compliance with CPNI rules and a description of the Cooperative's operating procedures that ensure compliance are filed annually with the FCC.

## ATTACHMENT B

### LINE 610 - ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Five Area Telephone Cooperative, Inc. is able to function in emergency situations for both voice and broadband service. The Cooperative has a reasonable amount of back-up power to ensure functionality without an external power source. Standby power generators are supplied at the central office, remote switch sites, and repeater sites to ensure functionality without an external power source until power is restored. The network is capable of managing traffic spikes resulting from emergency situations.

The Cooperative is able to reroute traffic around damaged facilities. Although the Cooperative's ability to reroute traffic around damaged facilities is not absolute and may be limited in certain circumstances, there is a restoration plan in place for expeditious recovery of service, including splicing of damaged facilities when warranted.

## LINE 1010 - VOICE SERVICES RATE COMPARABILITY

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is \$46.96, which includes the federal subscriber line charge ("SLC").1

In the exchanges served by Five Area Telephone Cooperative, Inc. ("the Cooperative"), the highest single-line residential local rate, including any mandatory extended area service charge, is \$17.10. When the federal SLC (\$6.50) and the state universal service fee (\$.63) are included, the rate becomes \$24.23. Therefore, the Cooperative's pricing of fixed voice services is less than the reasonable comparability benchmark of \$46.96.

<sup>&</sup>lt;sup>1</sup> Wireline Competition Bureau Announces Results of Urban Rate Survey for Voice Services; Seeks Comment on Petition for Extension of Time to Comply With New Rate Floor, WC Docket No. 10-90, DA 14-384 (rel. Mar. 20, 2014), p. 2.

### LINE 1210 - TERMS & CONDITIONS OF VOICE TELEPHONY LIFELINE PLANS

Five Area Telephone Cooperative, Inc. (the Cooperative) offers Lifeline subscribers federal and state Lifeline discounts to a stand-alone residential local exchange access line rate of \$16.60 or \$17.10 and a Subscriber Line Charge of \$6.50. The local exchange access line rate includes an unlimited amount of local calling minutes within the local exchange calling scope and Tone Dialing Service. Additional charges for toll calls associated with the stand-alone residential access line are billed at the rates of the long distance carrier chosen by the subscriber. There are no additional voice telephony plans offered although a Lifeline customer may subscribe to other services such as custom calling features at the standard rates offered to all customers. Attached are pages from the Cooperative's Local Exchange Tariff describing terms and conditions. The Cooperative's website also provides residential customers an information page that lists Lifeline discounts and rates located at: http://www.fivearea.com/LIFELINE%20SERVICE%20PROGRAM.pdf.

SECTION 4

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MULESHOE, TEXAS

4th Revised Page 2

Replacing 3rd Revised Page 2

## MEMBER SERVICES TARIFF

## LOCAL EXCHANGE SERVICE

## II. LOCAL EXCHANGE SERVICE RATES

## A. Monthly Local Exchange Service Rates

EAS Exchange(s)	Rot. Bus. Acc.	Res.	Key Acc.	PBX Acc.
Bula (806-933) Littlefield (806-385) Maple (806-927) Needmore (806-946) Sudan (806-227)	\$33.25	\$17.10	\$48.50	\$50.80
Lariat (806-925) Lazbuddie (806-965) Muleshoe (806-272)	32.25	16.60	47.00	50.40
Lazbuddie (806-965) Earth (806-257) Lariat (806-925) Muleshoe (806-272)	32.25	16.60	47.00	50.40
Lehman (806-525) Morton (806-266) Maple (806-927)	32.25	16.60	47.00	50.40
Maple (806-927) Morton (806-266) Lehman (806-525) Needmore (806-946) Bula (806-933)	32.25	16.60	47.00	50.40
Needmore (806-946) Muleshoe (806-272) Maple (806-927) Bula (806-933) Sudan (806-227)	32.25	16.60	47.00	50.40

By:

Sandy Vandevender

Effective: April 2, 2012

Title:

Executive Vice President and General Manager

FIVE AREA TELEPHONE COOPERATIVE, INC. MULESHOE, TEXAS

SECTION 4

4th Revised Page 8

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#### MEMBER SERVICES TARIFF

#### LOCAL EXCHANGE SERVICE

#### IV. LIFELINE PROGRAM

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

#### A. General

- 1. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate.
- 2. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.
- 3. Lifeline Program reductions do not apply to surcharges, taxes, long distance service, 976 and other information related telecommunications services, and optional services such as custom calling features. Customers may obtain these services, where available, at their discretion.
- The Lifeline Program rate reductions do not apply to service connection charges.

By: Sandy Vandevender Effective: April 2, 2012

Title: Executive Vice President and General Manager

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SECTION 4

MULESHOE, TEXAS

5th Revised Page 9

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#### MEMBER SERVICES TARIFF

#### LOCAL EXCHANGE SERVICE

## IV. LIFELINE PROGRAM (Continued)

## A. General (Continued)

- 5. The Cooperative may not disconnect the service of a Lifeline Program customer for non-payment of toll charges. However, the Cooperative reserves the right to implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Cooperative will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. Upon the customer's payment of all outstanding toll charges, the Cooperative shall remove mandatory toll blocking at no charge.
- 6. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- 7. The Lifeline Program rate reductions will not be available on a retroactive basis unless approved by the Public Utility Commission of Texas or the Low-Income Discount Administrator (LIDA).

## B. Designated Lifeline Program Services

The Cooperative shall offer voice telephony services that provide the following functionalities as designated Lifeline Program services:

- Voice grade access to the public switched network or its functional equivalent
- Minutes of use for local service provided at no additional charge to the customer
- 3. Access to emergency services
- 4. Toll blocking service

By: Sandy Vandevender Effective: April 2, 2012

Title: Executive Vice President and General Manager

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4th Revised Page 10 Replacing 3rd Revised Page 10

#### MEMBER SERVICES TARIFF

#### LOCAL EXCHANGE SERVICE

## IV. LIFELINE PROGRAM (Continued)

## C. Eligibility Requirement

## 1. Qualifying (Eligible) Customer Criteria

An eligible customer shall be defined as an individual whose annual household income is at or below 150% of the federal poverty guidelines or in whose household resides a person who receives or has a child who receives benefits from at least one of the following programs:

- a. Medicaid
- Food Stamps (Supplemental Nutrition Assistance Program)
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (FPHA)
- e. Low-Income Heat and Energy Assistance Program (LIHEAP)
- f. Health benefits coverage under the state Children's Health Insurance Program (CHIP)
- g. National School Lunch Program's Free Lunch Program
- 1. Temporary Assistance for Needy Families

The Lifeline Program rate reductions will be provided to each customer. The Low-Income Discount Administrator (LIDA) will provide a list of eligible customers to the Cooperative each month.

## Obligations of the Customer

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines or who participate in FPHA or LIHEAP programs may self-enroll for Lifeline Program benefits by completing an application form and returning it to LIDA. LIDA will send a blank application upon customer request. LIDA can be reached at 1-866-4LITEUP. Current customers receiving benefits under Medicaid, Food Stamps, SSI or CHIP will be subject to the Lifeline Program automatic enrollment procedures as provided by the LIDA unless they provide a written request to the LIDA to be excluded from the Lifeline Program.

b. A customer who is eligible for the Lifeline Program but does not have telephone service at the time the LIDA provides its eligibility list to the Cooperative, shall be responsible for initiating a request for the Lifeline Program from the Cooperative.

By: Sandy Vandevender Effective: June 1, 2012

Title: Executive Vice President and General Manager

MULESHOE, TEXAS

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SECTION 4

Replacing 3rd Revised Page 11

#### MEMBER SERVICES TARIFF

### LOCAL EXCHANGE SERVICE

## IV. LIFELINE PROGRAM (Continued)

- C. Eligibility Requirement (Continued)
  - Obligations of the Cooperative
- a. LIDA will provide a list of eligible customers to the Cooperative on a monthly basis. Upon receipt of the list, the Cooperative shall begin reduced billing for those customers within 30 days.

#### 4. Discontinuance of Service

a. Discontinuance of Lifeline Discounts for customers automatically enrolled: The eligibility period for automatically enrolled customers is the length of their enrollment in Texas Health and Human Services Commission (THHSC) benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their THHSC benefits or self-enrollment with LIDA upon the expiration of their automatic enrollment.

By: Sandy Vandevender

Title: Executive Vice President and General Manager

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SECTION 4

MULESHOE, TEXAS

2nd Revised Page 11.1

Replacing 1st Revised Page 11.1

#### MEMBER SERVICES TARIFF

#### LOCAL EXCHANGE SERVICE

### IV. LIFELINE PROGRAM (Continued)

## C. Eligibility Requirement (Continued)

- Discontinuance of Service (Continued)
- b. Discontinuance of Lifeline Discounts for customers who have self-enrolled: Individuals not receiving benefits through THHSC programs, but who have met Lifeline income qualifications, are eligible to receive the Lifeline Discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months.

### D. Deposit and Credit Requirements

- 1. The Cooperative shall be prohibited from charging a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.
- 2. The Cooperative may charge a service deposit if the eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.
- 3. In instances where the Cooperative may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Cooperative are also applicable to eligible customers for the Lifeline Program.

By: Sandy Vandevender

Title: Executive Vice President and General Manager

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SECTION 4

MULESHOE, TEXAS

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### MEMBER SERVICES TARIFF

### LOCAL EXCHANGE SERVICE

## IV. LIFELINE PROGRAM (Continued)

## E. Service Connection Charges

- Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.
  - 2. Service connection charges do apply when:
- a. Existing eligible customers request additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
- b. New customers (those without existing local exchange access service) eligible for the Lifeline Program establish service.
- c. Customers make subsequent moves or changes after initial connection to the Lifeline Program.

By: Sandy Vandevender Effective: April 2, 2012

Title: Executive Vice President and General Manager

SECTION 4

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MULESHOE, TEXAS 2nd Revised Page 13

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### MEMBER SERVICES TARIFF

### LOCAL EXCHANGE SERVICE

## IV. LIFELINE PROGRAM (Continued)

## F. Lifeline Program Rate Reduction

## 1. Implementation

The Cooperative shall provide reduced billing to all Lifeline Program eligible customers within its service area in accordance with the Commission's Substantive Rule.

In instances where a customer inquires about participation in the Lifeline Program, the Cooperative shall provide contact information for LIDA.

By:

Sandy Vandevender

Title:

Executive Vice President and General Manager

SECTION 4

MULESHOE, TEXAS

5th Revised Page 14

Replacing 4th Revised Page 14

## MEMBER SERVICES TARIFF

## LOCAL EXCHANGE SERVICE

- IV. LIFELINE PROGRAM (Continued)
  - F. Lifeline Program Rate Reduction (Continued)
    - 2. Amounts

The Cooperative shall apply Lifeline Program rate reductions, per eligible customer, as described below.

Monthly Rate Reduction

D

a. Federal Reduction Applied to Federal Subscriber Line Charge and Residential Local Exchange Access Line Charge

47.C.F.R. Section 54.403

b. Maximum State Reduction to Residential Local Exchange Access Line Rate

\$3.50

By:

Sandy Vandevender

Title:

Executive Vice President and General Manager

## Bolinger, Segars, Gilbert & Moss, L.L.P.

CERTIFIED PUBLIC ACCOUNTANTS

PHONE: (806) 747-3806

FAX: (806) 747-3815

LUBBOCK, TEXAS 79423-1954

#### Independent Auditor's Report

Board of Directors Five Area Telephone Cooperative, Inc. and Subsidiaries Muleshoe, Texas

#### Report on the Consolidated Financial Statements

We have audited the accompanying consolidated financial statements of Five Area Telephone Cooperative, Inc. and Subsidiaries (the Cooperative), which comprise the consolidated balance sheets as of December 31, 2013 and 2012, and the related consolidated statements of income and patronage capital, comprehensive income and cash flows for the years then ended, and the related notes to the consolidated financial statements.

#### Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement.

An audit includes performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Cooperative's preparation and fair presentation to the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Cooperative's internal control. Accordingly we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion -2-

## Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of the Cooperative as of December 31, 2013 and 2012, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

#### **Other Matters**

Consolidating and Accompanying Information

Our audit was conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The consolidating information consisting of balance sheets, statements of income (loss) and patronage capital, comprehensive income (loss) and statements of cash flows for the years ended December 31, 2013 and 2012 is shown on pages 27 through 34. The accompanying schedules of telecommunications plant, accumulated provision for depreciation and amortization, and patronage capital is shown on pages 35 through 37. The consolidating and accompanying information is presented for purposes of additional analysis and is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidating financial statements. The consolidating and accompanying information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the consolidating and accompanying information is fairly stated in all material respects in relation to the consolidated financial statements taken as a whole.

Bolinger, Segars, Bilbert & Mass LLP

Certified Public Accountants

Lubbock, Texas

April 2, 2014

## FIVE AREA TELEPHONE COOPERATIVE, INC. AND SUBSIDIARIES

#### CONSOLIDATED BALANCE SHEET **DECEMBER 31, 2013 AND 2012**

#### **ASSETS**

Exhibit A

December 31 2013 2012

#### **CURRENT ASSETS**

Cash and Working Funds **Temporary Cash Investments** 

Telecommunications Accounts Receivable (Less provision for uncollectibles of \$5,111 in 2013 and \$5,825 in 2012) Other Accounts Receivable (Less provision for uncollectibles of \$3,383 in 2013 and \$3,383 in 2012)

Interest Receivable

Materials

Prepayments

Prepaid Income Taxes

Net Current Deferred Income Taxes

#### OTHER NONCURRENT ASSETS

Investments in and Advances to Affiliated Companies

Unamortized Goodwill

Investments in Associated Organizations

Noncurrent Cash Investments

Cash Surrender Value of Life Insurance

Deferred Charges

### PROPERTY, PLANT, AND EQUIPMENT

Telecommunications Plant in Service Other Property, Plant, and Equipment Plant Under Construction Non-Operating Plant

Less: Accumulated Provision for Depreciation and Amortization

TOTAL ASSETS

## LIABILITIES AND EQUITIES

#### **CURRENT LIABILITIES**

Current Maturities - Long-Term Debt Accounts Payable Advance Billing and Payments **Customer Deposits** Income Tax Payable Accrued Taxes Accrued Compensated Absences Other Current and Accrued Liabilities

#### LONG-TERM DEBT

RUS Mortgage Notes Less Current Maturities

#### OTHER NONCURRENT LIABILITIES AND DEFERRED CREDITS

Post-retirement Benefits Obligation Other Than Pensions Other Deferred Credits Supplemental Retirement Plan Liability

Net Noncurrent Deferred Income Taxes

#### **EQUITIES**

Patronage Capital Other Equities Accumulated Other Comprehensive Loss

**TOTAL LIABILITIES AND EQUITIES** 

## FIVE AREA TELEPHONE COOPERATIVE, INC. AND SUBSIDIARIES

# CONSOLIDATED STATEMENT OF INCOME AND PATRONAGE CAPITAL FOR THE YEARS ENDED DECEMBER 31, 2013 AND 2012

Exhibit B

December 31.

#### **OPERATING REVENUES**

Local Network Services
Interstate Network Access Services
Intrastate Access Revenue
Federal and State Universal Service Support
Long Distance Network Services
Carrier Billing and Collection Services
Miscellaneous
Uncollectible Revenue

#### **OPERATING EXPENSES**

Plant Specific Operations
Plant Nonspecific Operations
Depreciation and Amortization Expense
Customer Operations
Corporate Operations
Operating Losses
Operating Taxes

#### NET OPERATING INCOME BEFORE FIXED CHARGES

#### **FIXED CHARGES**

Interest on Long-Term Debt Allowance for Funds Used During Construction

## NET OPERATING INCOME

NON-OPERATING INCOME (EXPENSE) Interest and Dividends Affiliated Company Other Expense

NET INCOME BEFORE INCOME TAXES

INCOME TAX EXPENSE

**NET INCOME** 

Patronage Capital Retired
Transfer Subsidiary Income and Losses to Other Equities

NET CHANGE IN PATRONAGE CAPITAL

PATRONAGE CAPITAL - BEGINNING OF YEAR

PATRONAGE CAPITAL - END OF YEAR

2013 2012

-5-

## FIVE AREA TELEPHONE COOPERATIVE, INC. AND SUBSIDIARIES

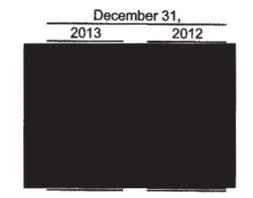
Exhibit C

## CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEARS ENDED DECEMBER 31, 2013 AND 2012

**NET INCOME** 

OTHER COMPREHENSIVE INCOME (LOSS)
Unamortized Accumulated Post-retirement Benefit
Obligation Other than Pensions
Reclassification Adjustment for Amortization

COMPREHENSIVE INCOME



December 31.

2013

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## FIVE AREA TELEPHONE COOPERATIVE, INC. AND SUBSIDIARIES

Exhibit D

2012

### CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEARS ENDED DECEMBER 31, 2013 AND 2012

CASH FLOWS FROM OPERATING ACTIVITIES

Net Income (Exhibit B)

Adjustments to Reconcile Net Income to Net Cash

from Operating Activities:

Depreciation and Amortization

APBO Net Periodic Cost

Income from Affiliated Company

Accounts Receivable

Deferred Income Taxes

Capital Credits - Noncash

Cash Surrender Value of Life Insurance Policy

**Deferred Charges** 

**Deferred Credits** 

Other Noncurrent Liabilities

Inventories and Other Current Assets

Accrued Income Taxes

Payables and Accrued Expenses

Net Cash from Operating Activities

#### CASH FLOWS FROM INVESTING ACTIVITIES

Additions to Telecommunications Plant

Additions to Other Property, Plant and Equipment

Salvage Value of Retirements and Other Credits

Plant Removal Costs

Net Change in Noncurrent Cash Investments

Distributions from Affiliated Company

Distributions from Associated Organizations

Net Cash from Investing Activities

#### CASH FLOWS FROM FINANCING ACTIVITIES

Payments on Long-Term Debt to RUS

Net Change in RUS Cushion of Credit

**APBO Premium Payments** 

Retirement of Patronage Capital

Net Cash from Financing Activities

NET CHANGE IN CASH AND CASH EQUIVALENTS

CASH AND CASH EQUIVALENTS - BEGINNING OF YEAR

CASH AND CASH EQUIVALENTS - END OF YEAR

SUPPLEMENTAL DISCLOSURES OF CASH FLOW INFORMATION

Cash Paid During the Year for:

Interest

Income Taxes

NONCASH INVESTING AND FINANCING ACTIVITIES